

# PART II: ADR Program Development and Implementation

## Introduction

Part II offers guidance to ADR program managers as their program moves from the design and planning stages to the implementation phase. Many of the subjects touched upon briefly in the previous section on design are broken down into chapters and discussed more fully. Each chapter is followed by an *appendix* section that includes a checklist and example materials.

- Chapter 1 addresses the importance of obtaining buy-in for the ADR program from agency decision-makers and the program users. Chapter 1 also highlights different marketing techniques, internal and external, which are fundamental to the success and longevity of any initiative.
- Chapter 2 covers the essentials of developing a comprehensive ADR training program. The chapter outlines how to construct a training plan, how to design a course, and the necessary components of an ADR curriculum.
- Chapter 3 discusses neutral services; different options for obtaining neutrals, the pros and cons of using internal vs. external rosters, issues of roster development and management, and selecting and evaluating neutrals.
- Chapter 4 outlines the benefits of beginning with a pilot program as a first step for the agency to get experience in ADR. In addition, the chapter gives specific examples of successful pilot programs to be used as possible models.
- Chapter 5 discusses all the various ways an ADR program manager gives support to the users of an ADR program, including: screening cases, recommending ADR or not and what form of ADR, establishing rules for ADR use, and tracking ADR use.
- Chapter 6 offers guidance on obtaining resources and developing contracts to sustain an ADR program. This includes resources necessary for program staffing and practical concerns of obtaining financial resources.
- Chapter 7 attempts to illuminate the various ethical duties and challenges facing both the neutrals in an ADR program as well and the program manager.

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- The last chapter in this section is certainly not least: Evaluating ADR Programs. Chapter 8 highlights the various methods and uses for an ADR program evaluation. The chapter covers planning and designing an evaluation and the dissemination and use of the results.

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